DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY

1st Quarter FY14 Customer Survey Results Executive Board

Tracy Sokolowski, J411 Feb 2014



LOTS OF CHANGES THIS YEAR

WHY CHANGE?

- Steadily decreasing response rate did not meet goal all last fiscal year
- RBI Questions were a priority last year now in sustainment
- Needed to streamline too long and cumbersome

WHAT DID WE DO?

- Pulse check with customers (phone survey)
- Determined survey needs to be more appealing
 - Shorter
 - More "real time" and relevant
- Met with business areas on questions



WHAT'S DIFFERENT?

- Survey link sent monthly (vs. quarterly)
- Only targeting customers who used DLA Disp Svcs the prior month (vs. any who used us the whole prior year)
- Went from over 30 questions to 16 or less
- Three business area surveys now vs. five (combined Trans/Turn-in and RTD/LESO)
- Customers still only receive link one time in any six month period

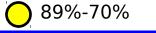


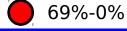
1st Quarter ICE Survey High Level Summary

	OCT NOV		DE	DEC		Qtr ALS		
Business Area	Sent I	Resp	Sent	Resp	Sent	Resp	Sent	Resp
RTD/LESO Transportation /	1,270	253	443	123	291	76	2,004	452
Turn-in	1,973	253	1,082	155	1,614	290	4,669	698
Hazardous Waste (HW)	144	24	49	8	35	2	228	34
General Comment Cards	<u>0</u>	<u>12</u>	<u>0</u>	. <u>7</u>	<u>0</u>	<u>4</u>	<u>0</u>	23 1,20
TOTALS:	3,387	542	1,574	293	1,940	372	6,901	_
Overall Resp Rate	16 9	%	19	%	19	%	18	3 %

FY14 AOP Respons e Rate Goal 16%

	100%-90%
	100%-90%



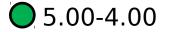


Business Area	<u>OCT</u>	NOV	DEC	1st Qtr	R/Y/G
RTD / LESO	96%	92%	97%	95%	
Transportation / Turn-in	95%	94%	95%	95%	
Hazardous Waste		0 170			
(HW)	95%	100%	100%	98%	





Standard ICE Questions 1st Qtr. Results



3.99-2.75

2.74-0

Please rate these areas on a scale of: Excellent (5.0)/Good (4.0)/Okay (3.0) /Poor (2.0)/Awful (1.0)

	REUT /LESO	TRANS/TUR N-IN	HW Disp
Question			
Facility Appearance	4.36	4.24	4.00
Employee Staff/Attitude	4.60	4.52	4.44
Timeliness of Service	4.39	4.30	4.15
Hours of Service	4.21	4.29	4.42
Did the product or service meet your needs?	97%	96%	97%
Overall Satisfied	95%	95%	97%

100-90%

89%-70%

69%-0%



Standard Question (All Business Areas) 1st Qtr Results

s question was created in an effort to give customers an opportunity to rate us on the issu listed below that last year were addressed individual questions.

100-90% 89%-70% 69%-0%	REUT /LESO	TRANS/TURN- IN	HW Disp
Question	DEC	NOV	ОСТ
G3: Thinking about your latest interaction with DLA Disp Svcs – did you feel valued as a customer?	93%	92%	91%
G3a: If you answered no, please select from the drop down where we can			
most improve			
- Ease of doing Business	30%	31%	25%
 Competency in resolving problems 	11%	10%	0%
 Responsiveness (timely in getting back to you) 	24%	30%	50%
 Consistency in stating procedures 	8%	9%	0%
- Nothing listed above			



Reutilization/LESO Customers

100%-90% 89%-70% 69%-0%

(x) Represents number of respondents for that question

Question	1 st Qtr Surve y	2 nd Qtr Surv ey	3 rd Qtr Surve y	4 th Qtr Surv ey			
R1: Which type of Disposal Services customer are you? (470)							
- Reutilization (168)	36%						
- Transfer/Donation (Combined) (3)	0%						
- LESO (276)	59%						
- Firefighter, CFL, Other (Combined)	5%						
R2: How would you rate your experience in using the Reutilization Transfer Donation (RTD) WEB (460)							
- Good (314)	68%						
- Fair (122)	27%						
- Poor (24)	5%						

7



Reutilization/LESO Customers

100%-90% 89%-70% 69%-0%

% of Customers who answered Yes

 x) Represents number of respondents for that question

Question	1 st Qtr Surv ey	2 nd Qtr Surv ey	3 rd Qtr Surv ey	4 th Qtr Surv ey
R3: If you requested assistance during the screening/requisition process, did you get the help you needed? (374)	93%			
R4: For DOD customer only - was the property delivered by the Required Delivery Date (RDD)? (148)				
R4a: If "no" to the previous question, was the property delivered within: (19)				
- 1-2 weeks of RDD (3)	16%			
- 3-4 weeks of RDD (6)	32%			
- more than 4 weeks of RDD (10)	53%			



Transportation/Turn-in Customers

(x) Represents number of respondents for that questid 100%-90% 89%-70% 69%-0%						
Question	1 st Qtr Surv ey	2 nd Qtr Surve y	3 rd Qtr Surve y	4 th Qtr Surve y		
T1. How would you rate your experience using EDOCS (Electronic Document System) for retrieving your DD1348-1s? (657)						
- Good (480)	73%					
- Fair (146)	22%					
- Poor (31)	5%					
T2. When was your turn-in receipt (signed 1348-1) available in the Electronic Documents (EDOCS) system? (594)						
- Less than 4 days (359)	60%					
- 4-5 days (118)	20%					
- More than 5 days (117)	20%					
T3. How would you rate your experience using the Scheduler system? (542)						
- Good (376)	69%					



Transportation/Turn-in Customers

(${\bf x}$) Represents number of respondents for that question

100%-90%

89%-70%

69%-0%

% of Customers who answered Yes

Question	1 st Qtr Surv ey	2 nd Qtr Surve y	3 rd Qtr Surve y	4 th Qtr Surve y
T4. If you agreed to have Receipt in Place (RIP) property, did we honor the agreed upon time for removal from your location? (241)	92%			
T5. If you turned in property at a Disp Svcs site and were sent back or called back later due to problems, what was the reason given? (130)				
- Improper or lack of paperwork (70)	54%			
- Truck considered unsafe to unload (2)	2%			
- Radiation was detected (3)	2%			
- Hours of operation (6)	5%			
- Other (49)	38%			
T6. If you experienced an issue with your turnin or shipping, was it corrected to your satisfaction? If NO, please state specifics (in comments). (283)	89%			



Hazardous Waste Customers

100%-90% 89%-70%

disposal contract?

69%-0%

x) Represents number of respondents for that question

% of Customers who answered Yes

Question	1 st Qtr Surv ey	2 nd Qtr Surve y	3 rd Qtr Surve y	4 th Qtr Surv ey
HW1. In the past month, have you retrieved HW information from the Disp Svcs web based reporting system? (32)	16%			
HW1a. If YES - how would you rate your experience in retrieving the information? (5)				
- Good (2)	40%			
- Fair (3)	60%			
- Poor (0)	0%			
HW2. Does your COR offer assistance for completing turn-in documentation needed to order services under your waste	88%			11



Outstanding Personnel

Employees complimented by name in survey comments:

EAST

Angela Sakryd (Twice) Meade

Cindy Anderson Susquehanna

Frankie Rivera Susquehanna

Roosevelt Tennison Bragg

Joe Williams Bragg

Lucas Grant Lejeune

• Virginia Clarke-Wiggins St. Juliens Creek

• Tom Brown Cherry Point

Douglas Wilson Jackson

Marny Harrison Cape Canaveral

• Chris Newlund Ft. Dix

MID AMERICA

Carlos Santiago San Antonio

Cindy Gutierrez San Antonio

• Scott Humburg (twice) Sparta

• Brandon Roderick (twice) Sparta

• Willie Mitchell Warner Robins

Ronald Hill Warner Robins

EUROPE/AFRICA

 Christopher Prado Kaiserslautern

Phil Cole Molesworth

Dick
 Molesworth

WEST

Christopher Comito Anchorage

Monica Tilford (twice) Col Springs

Steve Kelley (twice) Col Springs

Bruce Galbreath Col Springs

Michelle Clay Col Springs

Rick Steenhoven Fairchild

Daniel Files Hill

Bill Getchell Holloman

Terry Dale Holloman

Steve Fernandez Kirtland

Enrico Majillo Lewis

Margaret Jones (twice) Nellis

Dennis Morrison San Diego

Lenore Vasco Tucson

Johnny Rasnick Tucson

• Tom Wilgus Tucson

Forrist Richardson Tucson

PACIFIC

Eric Mills (twice) Iwakuni

Iodi Decker Iwakuni

Mike Kelley Misawa

CENTRAL

Larry Bennett Bahrain

Brooker Mansfield Bahrain



Outstanding Sites

Sites complimented by name in survey comments:

EAST

- Bragg (twice)
- Cherry Point (twice)
- Eglin (three times)
- Groton
- Jackson (twice)
- Lejeune (twice)
- Meade (three times)
- Norfolk (twice)
- St. Juliens Creek (twice)
- Susquehanna

WEST

- Anchorage (twice)
- Colorado Springs
- Kirtland (three times)
- Lewis
- Nellis
- Port Hueneme (twice)
- Tucson

MID AMERICA

- Campbell
- Columbus
- Gordon
- Oklahoma City
- San Antonio
- Scott
- Wright Patterson
- Warner Robins

EUROPE/AFRICA

- Molesworth
- Kaiserslautern

PACIFIC

- Hawaii (Pearl Harbor)
- Misawa
- Okinawa

<u>HQ</u>

- Transportation Office
- LESO

Sample Comments

(Site Compliments and other comments)

I am not able to retrieve the DD 1348-1 in EDocs. Can not retrieve any documents in **EDOCs.** This is a concern an rritati

m have trouble scheduling a date for the drop off. It is Thanks to the DRMO folks we are telling me i do not have comfortable turning in any items ... We sincerely appreciate all the hard work and efforts of ALL the DRMO staff at <u>Incirlik</u>.everyone provided guidance and Holloman has been tang "OUTSTANDING" when Keep up the great le Team at Pearl dealing with this office for the past 7 years as an LESO Harbor always customer. They were helps us with

DLA Disp. Svcs. <u>Greton</u> always meets or exceeds my expectations. When I have questions, they answer them. When I need to have them sight my property prior to turn Ain, they come in a reasonable amount of time. I am very satisfied.

Verall I feel that layout of this program is very good and the Staff that I deal with come up in regards here in Kuwait is here in Amazing and truly

service.

the website. Its so hard to something of the something of

"OUTSTANDING" previous to

that when I was still in

uniform and a member of

O licker approval response into Her respond to respond to requesting for approval on requested to respond to weeks for approval on requested to respond to outcher for approval on requested to outcher for approval on requested to outcher for approval outcher appointments ...

anything that may

For Sam Houston, ntonio, Texas nas always been more than helpful. Their staff is always willing to go the extra mile when it comes to customer



WHAT ARE CUSTOMERS SAYING

Very consistent with last (and past) years

- More photos ... more photos ... more photos
 ... more photos ... more photos
- More and better property descriptions
- Way too long of a wait time to get appointments
- Need more FTEs at these sites
- Struggles with ETID, ETID approvals and EDOCs







FINAL THOUGHTS

- Believe the new survey methodology was the right move
- Very excited about hitting or exceeding Response Rate Goal all three months of Q1!
- Overall satisfaction remains GREEN and above goal.
- RBI concerns (from a customer perspective) seem to be gone)
- Themes are very consistent <u>every</u> time ...
 Good that we are making progress on photos!